

Circle Health and Lowell General Hospital

Employee Handbook

Dear Fellow Employee,

I am pleased to welcome you to the Circle Health/Lowell General Hospital family. We know there are many choices for employment in our area, and we thank you for choosing Lowell General.

At Circle Health and Lowell General, we promise to offer our community ***Complete connected careSM***. This promise means we will work tirelessly to ensure that our patients experience a peaceful, caring and healing environment with staff that is fully engaged in coordinating every facet of their care and anticipating their every need.

We also have a commitment to provide the best possible service to our physicians and fellow employees, and to express our appreciation to each of them for making Circle Health/Lowell General their employer of choice.

We have a vision to be recognized as one of the best community hospitals in the country. As an employee, you are key to our success. Without you, we cannot achieve this vision. But with you, anything and everything is possible.

Again, welcome to our family. We look forward to a long and rewarding relationship.

Let's do great things,



Joseph A. White
President and CEO
Circle Health and Lowell General Hospital



This handbook has been prepared to acquaint you with Circle Health/Lowell General Hospital's Human Resources policies and benefits applicable to all employees. A thorough familiarity with its contents can be helpful in many matters that relate to your employment.

Please take the time to carefully review the contents of this book in its entirety before you begin work in your new job and then save it for future reference.

Keep in mind that this handbook is only a guide. Circle Health/Lowell General retains the right to modify, amend and/or terminate its policies and procedures from time to time, including those set forth in this handbook, with or without notice, when it deems necessary. This handbook is not a contract of employment and at all times you are an employee-at-will. Both you and the organization may terminate the employment relationship, without notice or explanation, for any reason or for no reason at all. No manager or supervisor has the authority to enter into any binding contract or to otherwise promise specific terms of conditions of employment, including employment for a fixed period of time.

The information in this handbook has deliberately been presented in an informal manner and, as such, is only a summary of Circle Health/Lowell General Hospital policies and practices. Specific information is available from Human Resources and on the Circle Health/Lowell General Hospital intranet (WIRE). Also, this handbook is only a general guide to these policies. Because no two employment situations are ever exactly alike, hospital policies must have some flexibility. There are times when rigid policies can be as unfair as no policies at all. Because our goal is to treat employees fairly, Circle Health/Lowell General Hospital may modify the policies summarized here on those occasions when it determines that particular circumstances warrant individualized consideration.

CONTENTS

VISION STATEMENT	5
MISSION STATEMENT	5
VALUES	5
PILLARS OF EXCELLENCE	5
DIMENSIONS OF OUR PROMISE	6
STANDARDS OF PERFORMANCE	7
ABOUT US	11
Lowell General Hospital	11
Circle Health	11
Wellforce	11
YOUR EMPLOYMENT	12
Equal Opportunity Employment	12
Employee Status	12
Introductory Period	13
Meals and Breaks	13
YOUR CAREER	13
Evaluation Procedure	13
Promotions and Transfers	13
Second Positions	14
Nepotism	14
Employee Reward and Recognition Programs	14
Resignation	15
Exit Interview	15
YOUR PAY	15
Wages and Salary	15
Pay Periods and Paychecks	16
E-Time	16
Overtime	16
Differentials	16
YOUR BENEFITS	17
Health Insurance	17
Dental Insurance	18
Life Insurance	18
Disability Insurance	18
Flexible Spending Account	19
Other Insurances	19
Workers' Compensation	19
403(b) Plan	19

Tuition Reimbursement	20
Connect to Wellness Employee Portal	20
Learning Central for Professional Development	20
Earned Time Program	20
Holidays	21
Leaves of Absences	22
Other Leaves	22
Employee Assistance Program	23
YOUR RIGHTS AND RESPONSIBILITIES	23
Attendance and Punctuality	23
Notification of Illness	24
Personal Appearance and Conduct	24
Right to Know	24
Identification Badges	24
Confidentiality of Information/HIPAA	25
Discipline Procedures	25
Grievance Procedure	25
Sexual Harassment	26
Your Records	27
EMPLOYEE SERVICES	28
Occupational Health Service	28
Credit Union	28
FOR YOUR CONVENIENCE	28
Cafeteria	28
Circle Market	29
Dunkin Donuts®	29
Vending Machines	29
Security	29
Parking	29
Lost and Found	30
Interpreters	30
GENERAL	30
Solicitations and Distribution	30
Publications and Communications	31
Safety and Fire Prevention	31
Domestic Violence Policy	32
Abuse and Neglect Policy	32
Staff Rights Policy	33
Tobacco-Free Organization	33
Corporate Compliance	34
Legal Compliance	34
Your Right to Report	34

VISION STATEMENT

To be one of the best community hospitals in America

MISSION STATEMENT

Patients First in Everything We Do

Patient Centered Care: We are sensitive and responsive to the individual needs of our patients and their family members.

Professional Excellence: We are committed to providing quality care to our patients through a highly-trained and motivated staff, state-of-the-art equipment, progressive clinical care and collaborative teamwork.

Continuous Quality Improvement: We continuously evaluate and improve our services to meet the needs of our patients and the community we serve.

Customer Service: We go the extra mile to serve our customers with kindness, compassion and respect.

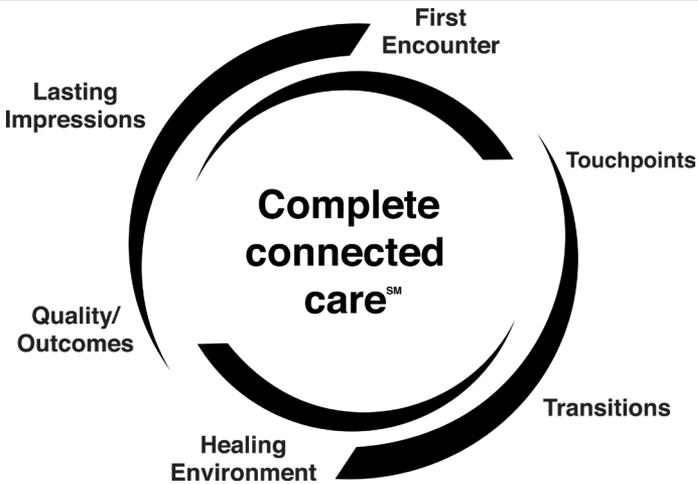
VALUES

Compassion ... Excellence ... Dedication ... Integrity

PILLARS OF EXCELLENCE

- **People Goal** Be the best place to work and practice medicine
- **Experience Goal** Deliver on the promise of *Complete connected care*
- **Quality Goal** Provide superior personalized care
- **Financial Goal** Demonstrate value and efficiency in everything we do
- **Growth Goal** Be the hospital of choice

DIMENSIONS OF OUR PROMISE



First Encounter

- Be courteous and show respect.
- Make eye contact.
- Smile.
- Introduce yourself and your role.
- Answer the phone with a greeting, department name and your name and ask, “How may I help you?”

Touchpoints

- Respond promptly.
- Be present. Listen carefully.
- Describe what you are doing so the patient knows what to expect.
- Always ask, “Is there anything I can do for you?” And do it!

Transitions

- Escort/walk patients and guests to where they need to go.
- When transferring a call, wait until it is answered, let the receiver know you are transferring a call and provide important information.

Healing Environment

- Speak quietly and take care to minimize any controllable noise and distractions.
- Practice hand hygiene.
- Keep it clean.
- Observe quiet times/zones on patient floors.

Quality/Outcomes

- Participate in your annual self-evaluation.
- Participate in the process of improving and problem solving.
- Keep current on what is going on at the organization.

Lasting Impressions

- Ask if there is anything else you can do—and do it!
- Practice REACT/Service Recovery.

STANDARDS OF PERFORMANCE

The Circle Health/Lowell General Hospital Standards of Performance are at the heart of our culture. Developed by a group of Lowell General employees, our Standards are our direct connection to our Mission, Vision and Pillars of Excellence. When we commit and demonstrate our Standards, we are choosing to deliver on our promise of **Complete connected care**. When we commit and demonstrate our Standards, we are choosing to create a high-quality and positive environment for ourselves, each other and all those we serve, our customers.

Customers...Why do we use the word “customers”? We do so because we provide quality services to many different stakeholders, or groups of people, not just patients. We provide services for patients’ family members, physicians, vendors, organizations, our community and each other, as colleagues. We build relationships of caring with all of our stakeholders.

As a non-profit community hospital we are here for our community – for those who receive services and those who may be making healthcare decisions about where to receive services. Our everyday performance and practice of the Standards of Performance influence those healthcare decisions, affecting our volume, finances and growth.

These Standards of Performance have been part of our culture for more than 10 years. They are part of our performance evaluations and reward and recognition programs. We will continue to work with our Standards through The Circle Health/Lowell General Hospital Experience: **Complete connected care** training for staff; departmental customizations; which includes, but is not limited to organizational focus, alignment and accountability.

Our Standards of Performance include:

- Accountability
- Privacy
- Safety
- Timeliness
- Communication
- Ownership
- Presentation
- Commitment
- Appreciation
- Attitude

ACCOUNTABILITY

I am accountable and responsible for the actions and choices I make in my work.

- I learn, manage, meet and seek to exceed the expectations of my customers.
- I can be counted on to be responsive and to follow through.
- I take into account the perspective and perceptions of my customer's experience.
- I make choices, take actions and exhibit behaviors that will make a positively memorable impression on all those I serve.
- My performance reflects the mission, goals, promise and vision of my department and the organization.

PRIVACY

I respect the privacy and information of my customers and colleagues.

- I hold all patient and employee information in the highest confidence.
- I ensure everyone's right to privacy, modesty and dignity.
- I create and maintain a secure and trusting environment.
- I perform my work honestly, responsibly and ethically.
- I only access information that I need to do my job.

SAFETY

I am responsible for maintaining a safe and secure environment.

- I always practice life safety awareness.
- My identification badge is visible to all customers at all times.
- I take care to protect myself from infection, slips, trips, falls, use machinery/equipment properly, learn chemical or other hazards.
- I know where to find and access the policy and procedures relating to life safety issues.
- I report safety accidents and incidents promptly.
- I perform my work with proper body mechanics and ergonomics and seek resources if needed.

TIMELINESS

I am responsible for managing my time efficiently and effectively so that I can meet the needs of my customers.

- I set time expectations with my customers and strive to exceed these expectations. When I cannot, I keep customers informed and updated.
- I am aware of customers that may be waiting for service and assist them in any way I can. This includes responding promptly to call button lights, alarms, telephones, emails; and acknowledging those waiting at counters or in lines so that they know we respect their need for service.

- I respect my customer by arriving on time, working efficiently and managing my time to complete my work. When I cannot do so, I inform my supervisor/manager and/or colleagues as soon as possible.

COMMUNICATION

I communicate effectively with compassion, consistency, clarity and sincerity in all my interactions, whether face-to-face, over the telephone or through other means.

- I listen carefully and strive for mutual understanding.
- I pay attention to my verbal and non-verbal messages.
- I describe processes to customers to alleviate concerns and help set, manage and meet expectations.
- I read hospital and departmental communications in all forms, including electronic, posted and mailed.
- I strive to attend all key meetings. When I cannot, I review material and minutes.
- I answer the telephone with a greeting, my name and department name and ask how I can help.

OWNERSHIP

I demonstrate ownership of my role and am present and available to all those I serve.

- I represent Circle Health/Lowell General and our mission and goals inside and outside the organization.
- I treat Circle Health/Lowell General property and equipment entrusted to me with respect.
- I take care of myself so I can take care of others.
- I seek out support when I am facing challenges.
- I bring solutions to the table when a problem is discovered and help to implement positive changes.
- If a customer brings a comment, concern or complaint to my attention, I address it in a respectful, appropriate manner utilizing resources such as the REACT/Service Recovery process.

PRESENTATION

I help create and maintain a healing, quiet and clean environment for our customers.

- I am aware of how I present myself. I do so to reflect respect to our customers through my manner, expressions, dress and personal grooming.
- I strive to make a positive impression on my customers throughout all my interactions, from first encounters through last encounters.

- I speak quietly in patient areas and take care to lower any controllable noise.

COMMITMENT

I am a member of a caring team who works together so we can all deliver the right service at the right time.

- I am responsible for establishing and maintaining healthy relationships of trust and respect with my colleagues throughout the Circle Health/Lowell General Hospital community.
- I treat others with courtesy and respect.
- I practice giving and receiving constructive feedback.
- I clarify my intentions, communications and actions with all those I serve and seek ways to do my part to improve any issues.

APPRECIATION

I participate in creating and maintaining an environment that allows all people to feel appreciated, included and valued.

- I let my customers know I appreciate they choose Lowell General for their care through my behaviors and actions.
- I take opportunities to thank my customers and colleagues and recognize and celebrate successes and milestones, small and large.
- I respect and celebrate differences and diversity and recognize them as an asset.

ATTITUDE

I project a genuine, friendly and positive attitude that exemplifies the spirit of caring in all I do.

- I am attentive to the physical and emotional needs of those I serve so they experience meaningful encounters, from their first impression to their lasting impression.
- I comfort, support and guide my customers, helping connect them through each step of their experience with members of our team.
- I ask if there is anything else I can do for my customers before ending an interaction.
- I look for ways to help before someone has to ask.

ABOUT US

Lowell General Hospital

Founded in 1891, Lowell General Hospital is a not-for-profit community hospital serving the Greater Lowell area and surrounding communities. With two inpatient campuses located in Lowell, Massachusetts, Lowell General Hospital offers the latest state-of-the-art technology and a full range of inpatient and outpatient medical, surgical and diagnostic services for newborns to seniors, including 24-hour emergency care, critical care, rehabilitative services, maternal/neonatal health, pediatrics and ambulatory care.

Visit www.lowellgeneral.org details about our specialty services, as well as a list of the hospital's accreditations and recognitions.

Circle Health

As the local health system of Lowell General Hospital, Circle Health is an integrated community healthcare delivery system that brings together providers and organizations across the continuum of care with a shared vision for providing convenient and affordable access to high-quality preventive, primary and specialty care right in the community.

Circle Health embodies the promise to deliver an experience of ***Complete connected care*** to ensure that no matter where an individual is in the continuum of health, he or she will realize the benefit that derives from a truly seamless, coordinated and personal experience. Learn more at www.circle-health.org.

The Circle Health organization includes:

- Lowell General Hospital
- Lowell Community Health Center
- Circle Home
- Greater Lowell Health Alliance
- Circle Health Physicians
- Circle Health Alliance (Medicare Shared Savings Program)

Wellforce

Wellforce is the health system formed by Tufts Medical Center and Circle Health in 2014, and later joined by MelroseWakefield Healthcare and Home Health Foundation. Wellforce was created to provide Massachusetts hospitals and physicians with a new option for collaboration. The system brings together the strengths of academic

medicine and community care in a model that respects both equally. Wellforce is the high quality, lower cost system in Massachusetts. Wellforce focuses on care integration, population health management, patient access and operational performance so that our members can do what they do best – care for patients. Learn more at www.wellforce.org.

YOUR EMPLOYMENT

Equal Opportunity Employment

Circle Health/Lowell General Hospital is an equal opportunity employer and will conduct all of its business activities without regard to an individual's race, color, religious creed, sex, national origin, age, sexual orientation, handicap, veteran status, ancestry, marital status, gender identity or other category protected by applicable federal, state or local laws. In addition, the organization is committed to providing reasonable accommodations to employees with disabilities to enable these employees to perform the essential functions of their positions. Circle Health/Lowell General Hospital is an equal opportunity employer embracing the strength diversity brings to our workplace.

The organization's policies are based on the principles of equal opportunity employment with respect to all personnel decisions including but not limited to recruiting, hiring, training, compensation, benefits, promotions and transfers. Employees are called upon to promote nondiscrimination in all the areas noted above.

Employee Status

You are a...

- **Full-Time Employee** if you work 40 hours a week and work rotation, weekends and/or holidays in accordance with the needs of your department. You are eligible for all employee benefits.
- **Regular Part-Time Employee** if you work at least 20 but not more than 39 hours a week and work rotation, weekends and/or holidays in accordance with the needs of your department. Your eligibility for benefits is based upon the number of hours you work.
- **Limited Part-Time Employee** if you work less than 20 hours per week and work rotation, weekends and/or holidays in accordance with the needs of your department. You are eligible for limited benefits.
- **Per-Diem Employee** if you work an unspecified number of hours per week not regularly scheduled. You are eligible for limited benefits.

- **Temporary Employee** if you work full or part-time for a specified period of time, not to exceed six months. You are not eligible for benefits.
- **Exempt Employees** are those employees who are exempt from the wage and hour provisions of the Fair Labor Standards Act. You are paid on a salary basis and you are not eligible for overtime.
- **Non-Exempt Employees** are those employees who are paid on an hourly basis and are eligible for overtime pay and shift differentials.

Introductory Period

The first 90 calendar days of employment is the period of times that enables you to adjust to your new position and gives your supervisor the opportunity to evaluate your performance. Please note: this period is also a good time to further determine employer and employee match. It does not alter the at-will nature of the employment relationship between you and Lowell General Hospital.

Meals and Breaks

If you work at least six hours per shift, you are eligible for a 20 minute paid rest break and a 30 minute unpaid meal break. Your supervisor will schedule all rest and meal periods. Employees must be relieved from working during that half-hour period. Employees have the ability to waive their meal break. The waiver should be prospective, in writing, and revocable at any time.

YOUR CAREER

Evaluation Procedure

It is important that you be made aware of your job performance. Your performance evaluation will help you identify your strengths, discuss your concerns and explore any areas where improvements might be made. Each year your supervisor will review your performance with you. The review becomes a part of your employee record and is used in consideration for merit increases, promotions and transfers.

Promotions and Transfers

Career development is important at Circle Health/Lowell General Hospital. Generally, employees are eligible to transfer and/or be considered for promotions after completing six months of employment. Our current openings can be accessed in a variety of places including the Lowell General Hospital intranet (WIRE) or from the career

portal at www.careersatcirclehealth.com. If you are interested in any posted position for which you are qualified, please speak with Human Resources to learn more about the job.

Second Positions

Under circumstances deemed to be beneficial to the organization, an employee may work in a second position. Prior to assuming a second position, an employee must receive written approval from the employee's manager, must be qualified and selected and must not exceed 40 hours combined with the employee's first position.

Nepotism

Two or more members of a family may be employed by the Circle Health/Lowell General Hospital provided that one member of the family does not work under the supervision of the other.

Employee Reward and Recognition Programs

Studies show that employee satisfaction and commitment are linked directly to employees being recognized for achievements and knowing what they do matters to the organization. Lowell General is committed to providing programs that consistently recognize our employees' outstanding performance.

- **Spotlight on You:** Staff recognize and appreciate one another for providing *Complete, connected care* by filling out a Spotlight On You submission on the organization's intranet (WIRE). Each submission is sent to the employee and the employee's supervisor.
- **Star Performer of the Month:** Excellence and service to patients, co-workers and community are recognized at Lowell General Hospital. Each month, a nominated employee is awarded this honor by a committee of fellow employees.
- **Cupola Award:** Outstanding supervisors and managers are nominated by their direct report employees for exceptional leadership and extraordinary contributions which consistently make a difference throughout the Lowell General community.
- **Service Recognition Event:** Long-term employees are valued by Circle Health/Lowell General Hospital. Every five years employees are recognized for their service to the organization. Eligibility for awards is determined by December 31st of the previous year.

Resignation

Employees who intend to resign are requested to give notice and work the complete notice period. The resignation should be written and submitted to your department manager. A resignation form is available in Human Resources. Non-exempt employees are asked to give two weeks' notice; exempt employees are asked to give at least three weeks' notice. Inadequate notice of termination may result in not being eligible for rehire.

You will be eligible to receive pay for all unused accrued Earned Time hours upon your termination. Prior to your last day, all hospital property (keys, badges, etc.) must be returned to your supervisor.

Exit Interview

You may request a confidential exit interview with Human Resources. Typically, this interview takes place during your last week of employment. During this interview, we welcome you to share any ideas you may have concerning improvements in working conditions, job satisfaction and patient care. Any questions regarding your benefits may also be answered at this time. This exit interview is strictly confidential and will not be a part of your personnel file.

YOUR PAY

Wages and Salary

Your position has a wage/salary range with a minimum, midpoint and maximum rate. The wage/salary range for your job is determined at management discretion with consideration of such factors as responsibilities, job content, skill, required experience, background and external market for similar positions. Your starting pay will reflect the amount of training and experience you have in relation to the requirements of your job. You may be eligible for a salary review based on your performance evaluation. Full-time, regular part-time, limited part-time and per-diem employees typically will receive annual performance evaluations. However, a salary increase is dependent on job performance and position in range.

Human Resources periodically reviews wage/salary range to make sure they are current and to assure that we remain competitive. You are welcome to review your job description which is available through your supervisor or Human Resources.

Pay Periods and Paychecks

The pay period begins with the first shift Sunday morning at 7:00 am and ends after the third shift the following Saturday. Employees are paid bi-weekly by check, generally on Thursday for hours worked during the prior two pay periods. Direct deposit is offered through the Payroll Department.

All payroll deductions are summarized on your pay stub. Circle Health/Lowell General Hospital is required by law to deduct Federal and State withholding taxes as well as Social Security (FICA) taxes. You may change the number of exemptions for your Federal and/or State taxes by completing a new W-4 form available in Human Resources.

E-Time

Circle Health/Lowell General Hospital utilizes an automated time and attendance system called E-Time. It is your responsibility to record your time of arrival and departure at the time clocks located at all employee entrances and in the units. Please see your supervisor for further instructions and the Human Resources Policy Manual for more detail.

Overtime

There may be occasions when you are required to work overtime and your department manager will make every effort to distribute it fairly. You are not permitted to work overtime unless your department manager authorizes it in advance.

Non-exempt employees will be paid at the rate of one and one half times their regular rate for hours worked in excess of 40 hours in a work week.

Variable shifts are recognized in certain departments. Overtime will be calculated based on the terms of a shift agreement, which will be discussed with you by your supervisor.

Differentials

Non-exempt employees are eligible for shift differentials. A differential will be added to your pay if you work four or more hours between 3:00 pm and 7:00 am. A weekend differential will be added to your pay if you work between 7:00 am on Saturday and 7:00 am on Monday, provided you work four or more hours during such shift. Employees who work four or more

hours during the night and evening shifts on the weekend will be paid the shift differential in addition to the weekend differential for these hours.

This section of the handbook provides summaries of benefits, programs and services. The insurance and retirement benefits summarized below are more fully described in the applicable plan documents.

These plan documents are available for review under the Benefits tab on the Human Resources intranet (WIRE) page. In the event of any inconsistency or conflict between any of these summaries and the applicable plan documents, the plan documents will govern. Benefits eligibility requirements will be based on the total number of hours for which an employee has been hired to work. Circle Health/Lowell General Hospital reserves the right to modify or eliminate any of the benefits described below.

To the extent possible, the organization maintains summary plan descriptions of the benefits listed below. These documents are available for review under the Benefits tab on the Human Resources intranet (WIRE) page. For more information about any of the benefits listed below or to enroll, please contact Human Resources.

YOUR BENEFITS

Health Insurance

Circle Health/Lowell General Hospital offers health insurance for eligible employees and their families. If you are either a full-time or part-time employee scheduled to work at least 24 hours per week, you are eligible to enroll in individual, employee +1 or family coverage during the first month of your employment.

Coverage is generally effective following a 30-day waiting period. If you do not sign up for health insurance within the first 30 days of employment (or within the first 30 days of becoming eligible as a result of increasing your hours), you generally must wait until the open enrollment period to sign up for health insurance, in which case your health insurance will become effective on January 1st of the following year. If you experience a qualifying event, such as marriage, divorce, birth of a child or loss of coverage due to layoff of spouse, you may be eligible to enroll for health insurance within 30 days from the qualifying event.

Dental Insurance

Circle Health/Lowell General Hospital also offers dental insurance. If you are a full-time or part-time employee scheduled to work at least 24 hours per week, you are eligible to enroll in individual, employee +1 or family coverage during the first month of your employment, with coverage generally effective following a 30-day waiting period. If you do not sign up for dental insurance within the first 30 days of your employment (or within 30 days of becoming eligible as a result of increasing your hours), you generally must wait until the open enrollment period to sign up for dental insurance, which would then be effective January 1st of the following year. If you experience a qualifying event, such as marriage, divorce, birth of a child or loss of coverage, you may be eligible to enroll for dental insurance within 30 days of the qualifying event.

Life Insurance

Basic

If you are a full-time or part-time employee scheduled to work at least 24 hours per week, you are automatically enrolled in Circle Health/Lowell General Hospital's group life and accidental death and dismemberment insurance coverage. The organization provides this coverage at no cost to you. The insurance provides one times your annual base annual salary, up to the next highest \$1,000. Coverage begins 30 days from date of hire or date of initial eligibility.

Supplemental

If you are a full-time or regular part-time employee scheduled to work at least 24 hours per week, you are eligible to participate in the organization's supplemental life insurance program. You need to enroll within 30 days of hire or initial eligibility. Additional employee paid life insurance is available for you to purchase for yourself, your spouse, and dependent child(ren).

Disability Insurance

If you are a full-time or part-time employee scheduled to work at least 24 hours per week, you are eligible to enroll in Lowell General's short and/or long-term disability insurance plans. Coverage begins after a 30-day waiting period or date of initial eligibility.

- **Short-Term Disability Insurance:** You may purchase short-term disability (STD) insurance, which pays up to 60% of your pre-disability base pay

up to \$2,500, in the event you are unable to work because of an injury or illness. There is a 7-day waiting period under the STD Plan. You are eligible to begin receiving benefits on the 8th day following your illness or injury. STD benefits last for up to 26 weeks.

- **Long-Term Disability Insurance:** The organization provides long-term disability (LTD) coverage for all eligible employees. LTD benefits are payable if you are considered disabled by the requirements of the LTD Plan and remain unable to work. The organization provides 50% of your base monthly salary, up to a maximum of \$4000/month, at no cost to you. The waiting period is 180 days to align with STD coverage.

Flexible Spending Account

If you are a full-time or part-time employee scheduled to work at least 24 hours per week, the organization offers the opportunity to set up tax-advantaged flexible spending accounts for dependent care and medical/dental expenses. You can designate up to \$5,000 of your compensation on a pre-tax basis for child and dependent care expenses and \$2,750 effective January 2021 for medical expenses that are not covered by your health insurance.

Other Insurances

Lowell General provides certain employees with Professional Liability Insurance. This insurance protects you from damages arising from injuries to any patient, visitor or fellow employee as a result of malpractice, error or mistake committed in rendering or failing to render professional services. Circle Health/Lowell General Hospital also provides Travel Accident Insurance for employees who are required to travel on hospital business.

Workers' Compensation

Workers' compensation is a benefit provided to all employees who sustain a qualifying job-related injury or illness. Employees are insured in accordance with state workers' compensation laws. If you are injured or become ill as a result of performing your job, you must notify your supervisor immediately. Your medical bills and lost wages, if any, will be paid in accordance with provisions of Massachusetts state law.

403(b) Plan

As an employee of Circle Health/Lowell General, you are eligible to enroll in the 403(b) program. This is a tax deferred savings program that offers many advantages over other savings or IRA accounts. You

may contribute a portion of your compensation on a pre-tax basis to the 403(b) Plan. Contributions are made through payroll deductions.

Tuition Reimbursement

As part of its commitment to employee professional development, the organization encourages employees to take advantages of the Tuition Reimbursement program. This program allows employees to improve their knowledge and skills by taking classes at an accredited college or university at little or no cost. To be eligible, you must be a full-time or regular part-time employee working at least 20 hours per week, with at least six months service prior to beginning the course.

Non-tuition related expenses are not reimbursable. You must continue to be employed in a full-time or regular part-time position of 20 hours or more per week, while taking the identified courses and must continue in the same employment status at the organization for six months after course completion to be reimbursed under this policy. Tuition reimbursement must be applied for and approved in advance of beginning the course. The course(s) must be job-related, taken for credit and completed with a passing grade of C or better. Applications are available in Human Resources.

Connect to Wellness Employee Portal

Connect to Wellness is a web-based health and wellness portal designed to help employees take charge of their health by providing convenient access to health and wellness tips, tools and resources. It may be accessed via the organization's website or intranet (WIRE).

Learning Central for Professional Development

Learning Central is an online Learning Management System that is available 24/7. It allows access to both instructor-led and online trainings offered at Lowell General. As a Lowell General employee, you will use Learning Central as a one-stop resource to register, attend and track your educational experiences within the system. You can also request for external trainings to be added to your transcript.

Earned Time Program

Circle Health/Lowell General Hospital provides paid time off for employees scheduled to work for the purpose of rest, relaxation, illness, holidays, personal and family needs. The Earned Time Program gives employees more flexibility in scheduling time off to meet personal

needs and balance work and family life. Instead of dividing benefits into a specified number of days for vacation, holidays, sick and personal days, the Earned Time Program combines these days in one bank from which you can withdraw the time you need.

Your Earned Time is paid out based on a formula of your scheduled days/hours. Your Earned Time Bank can hold up to the equivalent of one year of Earned Time hours. Maximum accrual equals one times your annual Earned Time accrual. Accruals stop once the maximum is reached. You are eligible to draw upon your Earned Time after 90 days of employment. The number of Earned Time days available to you each year will depend on your years of service and number of hours worked. Employees wishing to have time off for any reason should submit a request for Earned Time to their supervisor, who will then work with the employee to schedule the time. Employees are limited to using two consecutive weeks of Earned Time for non-illness related reasons during the summer and winter holiday seasons. The responsibility for scheduling, approving or denying rests with Management, in its sole discretion, consistent with applicable federal, state and local law.

Holidays

The organization observes eight (8) holidays and two (2) floating holidays, which may be taken with manager approval at any time during the calendar year. Visit the Human Resources page on the organization's intranet (WIRE) for a full list of recognized holidays.

Holidays are categorized as one of the following:

** Premium Bonus Days, which begin at 11:00 pm on the eve before the holiday and continue until 11:30 pm on the holiday.*

*** Premium Holiday Bonus Day, which begin at 3:00 pm on the day before the holiday and continue until 7:00 am the day following the holiday.*

All Circle Health/Lowell General Hospital holidays are paid from an employee's Earned Time account based on normally scheduled hours of work for that day. Non-exempt employees are entitled to holiday pay equaling their regularly scheduled shift. Holiday pay includes shift differential for those employees who are otherwise entitled to shift differential. If you are a non-exempt employee and you work on a designated bonus holiday, you will be paid at the rate of one and one

half times your regular rate of pay for the hours you actually work. If you are a non-exempt employee and work on a non-bonus holiday, you will be paid at your regular rate for the hours you actually work.

Leaves of Absences

Medical, Family Medical, Maternity, Paid Family Medical Leaves

Visit the Benefits tab on the Human Resources intranet (WIRE) page for detailed information, including how to initiate the leave, approval of leave, leave time, intermittent leaves, returning from leave, etc.

Bereavement Leave

In the event of a death in the immediate family (immediate family includes the employee's spouse, parent, child, sister, brother, foster parent or foster child, stepchild, stepmother or stepfather), employees will be granted time off without loss of base pay for up to three days. One day for such absence will be granted in the event of the death of the employee's grandparent, grandchild, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law or daughter-in-law.

Jury Duty

Lowell General will pay employees who are required to serve on jury duty the full amount of pay actually lost on account of such jury service during the first three days, and thereafter, the difference between the amounts received as juror's compensation and the employee's regular base pay for that day or days.

Military Duty

Circle Health/Lowell General Hospital will grant up to two weeks of leave annually if you are required to complete annual military reserve training requirements. The organization will pay the difference between your regular wage and your gross military pay. You will be required to provide proof of your duty to the organization in order to be eligible for leave and pay under this section. In addition, if you are called for active duty, you have certain rights to be reinstated to your position under the Uniformed Services Employment and Reemployment Rights Act (USERRA).

Other Leaves

Circle Health/Lowell General Hospital may, in its discretion, grant you an unpaid leave of absence if operational or other business considerations permit. A leave of absence under this policy is a

definite period of time during which you are authorized to be absent from work without losing your benefits, generally up to a maximum of four weeks. A leave under this section will run concurrently with any paid leave that may be available to you. Upon your return from a leave of absence, Lowell General will attempt to return you to the same or a similar position, if available.

During your leave, your portion of benefit premium payments will either be deducted from your Earned Time payments, or, if you are not receiving Earned Time, you will be home billed. Failure to remit payments in a timely manner will result in the cancellation of your benefits.

If you need a leave of absence (non-FMLA leave), please submit your request to your supervisor as far in advance as possible. Your supervisor will inform you whether the organization can accommodate your request. You must contact Human Resources at least two weeks prior to your scheduled return date. If you fail to contact Human Resources or fail to return to work on your scheduled return date, you will be considered to have voluntarily resigned.

Employee Assistance Program

Circle Health/Lowell General Hospital offers free, voluntary and confidential services to help employees with personal, legal and other services. Any employee, spouse or significant other as well as dependent children, are eligible to use this service at no cost. View the Benefits tab on the Human Resources intranet (WIRE) page for details.

YOUR RIGHTS AND RESPONSIBILITIES

Attendance and Punctuality

Upon accepting employment at Circle Health/Lowell General Hospital, you have agreed to the responsibility of performing certain duties. In order to perform these duties, you must be present at the organization at your scheduled time. Absenteeism or tardiness places a burden upon your supervisor and your fellow employees and disrupts the work schedule. Your supervisor will inform you of attendance expectations. Repeated absenteeism or tardiness is cause for disciplinary action, up to and including discharge. Your supervisor, in evaluating your performance, will consider your attendance/punctuality. If you are absent or late for work, you must notify your supervisor before the

start of your shift unless prevented from doing so by an emergency. Minimum notice is considered to be one hour before the start of the shift for first shift employees, two hours for the second shift and three hours for the third shift.

Notification of Illness

Any employee who is absent due to illness is required to notify his/her supervisor or designated representative at least one hour prior to the start of the shift (two hours for second shift employees and three hours for third shift employees). Failure to notify your supervisor of your absence for two or more consecutive workdays is considered a voluntary resignation of your job. The organization may require verification from a physician of an employee's inability to work or a medical exam by the Occupational Health Department, consistent with applicable federal, state and local laws.

Personal Appearance and Conduct

Your appearance and cleanliness are extremely important and have a direct impact on patient morale and the public's impression. Personal hygiene is an obvious requirement in a hospital setting. Your department manager will explain the specific dress requirements of your job.

Patients must have rest and quiet. Please cooperate by avoiding unnecessary noise. You are expected to act in an orderly and professional manner at all times while on hospital premises.

Right to Know

You have the right to receive information and training on any toxic or hazardous materials with which you work, during your orientation/training period and throughout your employment. Material Safety Data Sheets (MSDS) are available both on the organization's intranet (WIRE) and in the Emergency Department.

Identification Badges

During your first week of employment, the Security Department will issue you an employee identification badge and code card. You are required to wear your badge above the waist at all times while on hospital premises. If you lose your badge, please contact Security.

Confidentiality of Information/HIPAA

While caring for patients or handling their records, Circle Health/Lowell General employees may learn personal and/or medical data about patients. All such information is strictly confidential and can be shared only with those who have a need to know in the due course of business and operations and only in a secure area. The Need to Know is defined as that which is necessary for one to perform one's specific job responsibilities adequately. Unauthorized possession, use, reading, copying or recording of such information, or giving such information to unauthorized persons (including unauthorized employees) is cause for disciplinary action up to and including discharge.

Discipline Procedure

In certain cases, it becomes necessary to discipline an employee. Circle Health/Lowell General Hospital maintains discretion over the level of disciplinary action. Relevant factors include the nature and seriousness of the offense and the employee's overall employment record. Generally, discipline is applied in progressive steps. The steps typically include a verbal warning, which may be confirmed in writing, a series of up to three written warnings, suspensions and ultimate discharge. Notwithstanding the organization's general approach of progressive discipline, situations may arise where the organization determines that more serious discipline, including discharge, is appropriate in the first instance. The organization in its discretion may decide to skip a step or steps in the process.

Grievance Procedure

If you have a work-related problem or feel that a decision relating to hospital policies or practices is personally unfair, you are encouraged to speak with your supervisor. Often difficulties can be settled at this level.

If a situation arises where discussion cannot or does not lead to resolution, feel free to see your Human Resources representative for advice or attempted resolution of the problem. After investigation into all the facts surrounding the complaint, your Human Resources representative is often able to solve the problem to everyone's satisfaction. If you feel you have not received satisfactory attention or action, you may wish to file a formal grievance. This may be initiated through your Human Resources representative.

Sexual Harassment Policy

It is Circle Health/Lowell General's policy to prohibit harassment of any employee by a supervisor, employee, vendor or visitor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within the organization, but to ensure that all employees are free from harassment on the basis of sex or gender. While it is not easy to define precisely what type of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, request for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails or voicemails and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments.

Depending upon the circumstances, the conduct can also include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment. Sexual Harassment is unlawful.

In Massachusetts, the legal definition of sexual harassment means sexual advances, request for sexual favors and verbal or physical conduct of a sexual nature when:

- (a) submission to or rejection of such advances, request or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or
- (b) such advances, request or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Anyone who feels that he or she has been subjected to conduct which violates this policy should immediately report the matter to his or her supervisor. If the supervisor is unable, or if you believe it would be inappropriate to contact that person, you should immediately contact any other supervisor of Circle Health/Lowell General Hospital, with whom you feel comfortable. If you are unsure of to whom to raise an issue of harassment or you have not received a satisfactory response

within five business days after reporting any incident of what you perceive to be harassment, please contact the Vice President of Human Resources to ensure that an investigation is immediately conducted.

Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate, up to and including discharge for any employee(s) who violates this policy. In addition, Circle Health/Lowell General Hospital will not allow any form of retaliation against individuals who report unwelcome conduct to Circle Health/Lowell General Hospital management or who cooperates in the investigation of such reports in accordance with this policy. Retaliation is unlawful. Any form of retaliation is a violation of this policy and will result in disciplinary action, up to and including discharge.

While employees are encouraged to report claims internally, if an employee believes that he or she has been subjected to sexual harassment, he or she may file a formal complaint with either or both of the government agencies set forth below. Using Lowell General Hospital's complaint process does not prohibit an employee from filing a complaint with these agencies.

United States Equal Employment Opportunity Commission (EEOC)

JFK Federal Building, Room 475, Boston, MA 02203
(617) 565-3200

Massachusetts Commission Against Discrimination (MCAD)

Boston Office: One Ashburnton Place Boston, MA 02108 (617) 727-3990	Springfield Office: 436 Dwight Street, Room 220 Springfield, MA 01103 (413) 739-2145
--	---

Your Records

Human Resources maintains personnel files for each employee. Your file contains such information as your application, performance evaluations, disciplinary action, certification or professional registration and benefit information.

It is important that the information in your file be kept up-to-date. Whenever you change your address, telephone number, etc., please notify your department manager or complete a Personnel Status Change Form, which can be obtained from Human Resources or via PeopleSoft.

If you believe that information in your personnel file is incomplete or inaccurate, you may petition Human Resources to correct the information. The organization maintains discretion with respect to all petitions. If you disagree with any of the contents of your personnel file, you may submit a written statement explaining your position, which will also become part of your personnel file. To review or obtain a copy of your personnel record, please contact Human Resources.

EMPLOYEE SERVICES

Occupational Health

The Occupational Health Department performs pre-employment physical assessments on all Circle Health/Lowell General Hospital employees consistent with applicable federal, state and local laws. Occupational Health also provides Mantoux testing and provision of other immunizations for employees.

You may be requested to report to Occupational Health before you return to work after a medical leave, or if you have any condition which poses a threat to interfere with the health and safety of others or your ability to perform the essential functions of your job.

If you become injured on the job, you must report the injury immediately to your supervisor, who will send you to Occupational Health. The Occupational Health Department is responsible for initial and follow-up management of all work related injuries.

Credit Union

Lowell General is affiliated with Metropolitan Credit Union which provides products and services including loans, mortgages, savings plans, withdrawals by mail and free notary and legal services. Your eligibility for any particular program or benefit is determined solely by the Credit Union. Contact Human Resources for more information.

FOR YOUR CONVENIENCE

Cafeteria

Lowell General offers a wide selection of hot and cold entrees, a full salad bar, sandwich/soup station, assorted snacks and desserts as well as hot and cold beverages.

Circle Market

Circle Market is located at Lowell General's main campus on the ground floor of the Mansfield Building. The market is accessible to all staff 24 hours a day, 7 days a week via employee badge entry. It offers a variety of freshly-packaged, self-serve meal and beverage options for purchase, including Starbucks® coffee, assorted bottle beverages, cereal, sandwiches, salads, yogurt, fruit, heat-and-eat meals and more. A Circle Market is also located at Lowell General Tyngsboro and is open during regular business hours.

Dunkin' Donuts®

The Lowell General main campus Dunkin' Donuts is located in the main lobby as well as the Conference Center lobby. The Lowell General Saints campus Dunkin' Donuts is located in the main lobby.

Vending Machines

Vending machines are available on a 24-hour basis and offer a variety of beverages and snacks.

Security

Circle Health/Lowell General Hospital employs a security force to safeguard patients, visitors, employees and property. Dial 3333 for security emergencies. Request security assistance or report non-urgent security issues by dialing 0. For emergency situations at offsite locations, please dial 9-911.

Parking

While our parking facilities are free, they must be used as efficiently as possible so that space is available for all patients, visitors and employees.

- **Parking options for main campus employees:**

- Day shift: Use Lots B, C, D and E

- Evening shift: Use Lot A and C

- Night shift: Use Level 2 and above in the parking garage

- **Parking options for Saints campus employees:**

- All shifts: May park in Level 4 and above in the parking garage

- Night shift: May park in the front lot of the Reilly Building

Parking mirror tags are issued by Security and must be displayed while parked in employee parking lots. Please notify the Security Office of any changes in vehicle information. Failure to park in designated lots may result in disciplinary action. The organization assumes no responsibility for damage or theft of vehicles or their contents while parked on hospital property.

Temporary parking privileges due to injury or illness are available through the Occupational Health Department.

Upon request, a Circle Health/Lowell General Security Officer will escort you to and from your car.

Lost and Found

All personal belongings and valuables should be secured under lock and key when left unattended. The organization is not responsible for lost or missing articles. To report any lost and/or found items, please call the Lost and Found Hotline at the main campus at extension 75300 or the Saints campus at (978) 458-1411, ext. 63686. You will be asked to provide your name, contact number and description of the items.

Interpreters

Every patient preferring to speak in a language other than English must be offered the services of an interpreter free of charge, 7 days a week and 24 hours per day. Every patient has the legal right to a foreign language or American Sign Language interpreter, should s/he desire one. Each department and nursing floor has a list of professional and voluntary employee interpreters or interpreter via phone. If you or a patient would like the services of an interpreter, please contact one of the employees listed. For further assistance or if you would like to serve as an interpreter, contact Patient Relations and Interpreter Services.

GENERAL

Solicitation and Distribution

We believe that employees should not be disturbed or disrupted in the performance of their job duties. For this reason, we have implemented the No Solicitation, No Distribution rules.

- **Employee No Solicitation Rule:** Solicitation of any kind by any employee of another employee is prohibited while either employee is on his or her working time. Working time is defined as that time when employees are expected to be working and does not include time before work, breaks, meal periods, or time after work. Solicitation by employees is also prohibited at any time in patient care and patient treatment areas.
- **Employees No Distribution Rule:** Distribution by one employee to another employee of advertising materials, handbills, printed or written literature of any kind is prohibited while either the employee doing the distribution or the employee to whom the distribution is directed is on his or her working time. Working time is defined as that time when employees are expected to be working and does not include time before work, breaks, meal periods or time after work. Distribution by employees is also prohibited at any time in work areas, patient care, patient treatment areas, and parking areas.
- **Non-Employee No Trespass Rule:** Solicitation, distribution of literature or trespassing by non-employees on Circle Health/Lowell General's premises is prohibited.

Publications and Communications

- *Heartbeat* is a monthly newsletter for employees about Circle Health and Lowell General information and event coverage.
- *Connections* is a weekly e-newsletter with the must-know headlines.
- *For Your Health* is our organization magazine which is published as a community service to area residents. It contains news and information about Circle Health and Lowell General Hospital. Employees who do not receive a copy at their residence should contact the organization's Marketing and Public Relations Department to obtain current or past issues.
- Bulletin boards are located outside the cafeterias. Employees may post personal notices that have been dated and approved by Human Resources. All postings will be removed 14 days after posting. Undated materials will be removed immediately. Abusive or discriminatory materials are unacceptable and may not be posted.

Safety and Fire Prevention

Safe working conditions within the organization are extremely important. Every effort is made to maintain and promote safe practices at all times.

Your department manager will periodically hold special meetings to review, discuss and clarify fire prevention and emergency procedures. You should familiarize yourself with the location of fire alarms, extinguishers and fire exits in your area. It is imperative that all employees be prepared and ready at all times to participate in fire drills or emergency practices. The number to report a fire or emergency is 3333. For emergency situations at offsite locations, please dial 9-911.

Domestic Violence Policy

Circle Health/Lowell General Hospital has a Domestic Violence Policy to provide guidance to the staff of Circle Health/Lowell General Hospital in identifying and supporting victims and potential victims of domestic violence, as well as to provide staff members with resources to facilitate appropriate referrals.

Circle Health/Lowell General Hospital promotes the identification, evaluation, treatment and safe disposition of all persons who are or may be victims of domestic violence, consistent with individual rights and in accordance with legal requirements. Circle Health/Lowell General Hospital recognizes that in some circumstances, employees themselves may be victims of domestic violence. Your manager or Human Resources can help you identify hospital resources regarding the issue of domestic violence, including the Employee Assistance Program (EAP).

Abuse and Neglect Policy

Circle Health/Lowell General Hospital has an Abuse and Neglect Policy to provide guidance to the staff of Circle Health/Lowell General Hospital in identifying and intervening with victims and potential victims of abuse and neglect, as well as to provide staff members with resources to facilitate appropriate referrals.

Circle Health/Lowell General Hospital promotes the identification, evaluation, treatment and safe disposition of all persons who are or may be victims of abuse and neglect, consistent with individual rights and in accordance with legal requirements. All Circle Health/Lowell General Hospital employees receive training on the identification, prevention and reporting of abuse and neglect during initial orientation, annual competency assessment and the annual Interdisciplinary Skills and Safety Fair.

Exploitation and/or harassment of patients by staff is subject to disciplinary action. Any employee who witnesses or suspects a case of patient abuse, mistreatment, neglect or property theft is required to report the incident to his/her immediate supervisor on duty. The organization recognizes that in some circumstances, employees themselves may be victims of abuse and neglect. Your manager can help you identify hospital resources regarding the issue of abuse and neglect.

Staff Rights Policy

Circle Health/Lowell General Hospital recognizes that an employee may decline to perform or assist in the performance of an aspect of patient care based on his/her religious beliefs, ethical convictions or cultural reasons. The purpose of this policy is to establish a system by which an employee may inform Circle Health/Lowell General Hospital of his/her objections to performing or assisting in the performance of an aspect of patient care or a business procedure.

An employee who wishes to decline to perform or assist in the performance of an aspect of patient care or a business procedure based on his/her religious beliefs, ethical convictions, or valid and documented cultural reasons should promptly submit a written notice to his/her immediate supervisor stating the objections. The written notice of objection should be submitted within 24 hours after being asked or assigned to perform or assist in the performance of an aspect of patient care or business procedure to which he/she objects. Circle Health/Lowell General Hospital will consider appropriate course of action based on the circumstances.

Tobacco-Free Organization

Your health and the health of our community is always our primary concern. That is why Circle Health/Lowell General Hospital joins more than 500 hospitals - all leaders in the healthcare industry - in implementing a Tobacco-Free campus as part of our commitment to providing the healthiest environment for our patients, staff and visitors.

Tobacco-Free & Smoking Policy

1. The use of tobacco and smoking products (cigarettes, cigars, chewing tobacco, pipes, electric cigarettes, etc.) is prohibited in or on all Circle Health/Lowell General Hospital owned or leased buildings, grounds, parking lots, parking garages, or vehicles on its properties. No exceptions to this policy will be granted.

2. Signs will be posted at strategic locations around Circle Health/Lowell General Hospital's facilities to notify staff, visitors and patients of this policy.
3. Patients and visitors will be informed of the tobacco and smoking policy upon arrival or admission as appropriate through distribution and/or explanation of the policy.
4. No physicians with privileges at Lowell General Hospital may write orders for a patients to use tobacco or smoking products on any Circle Health/Lowell General Hospital properties.
5. All employees are authorized to reinforce this policy with courtesy and diplomacy to all persons observed using tobacco and smoking products on any Circle Health/Lowell General Hospital property.

Corporate Compliance

Circle Health/Lowell General Hospital is dedicated to providing quality health care to its patients practicing the highest ethical standards and in full compliance with local, state and federal regulations and industry-standard business and clinical codes of ethics.

In order to fulfill this mission, the organization has developed a Corporate Compliance Program, which describes in detail the integrated compliance activities that shall be performed at all levels of the corporation. This plan requires the commitment of the Board of Trustees, the Medical Staff, Senior Management, Department Heads, Managers, Supervisors and each and every staff member and agent. Please discuss any questions regarding the Corporate Compliance Program with your department manager.

Legal Compliance

All employees and agents are expected to conduct themselves in an ethical manner in full compliance with the law. Suspected wrongdoing or possible unethical behavior must be reported to the Compliance Action Line at (888) 836-6544. Lowell General's Compliance Officer will investigate allegations and take appropriate action.

Your Right to Report

Any employee who has concerns about the safety or quality of care provided at Circle Health/Lowell General Hospital may report these concerns to The Joint Commission at www.jointcommission.org.



Circle Health/Lowell General Hospital will not take disciplinary action because an employee reports safety or quality of care concerns to The Joint Commission. The organization demonstrates this commitment by taking no retaliatory disciplinary actions against an employee when they do report safety or quality of care concerns to The Joint Commission.

This book reflects Circle Health/Lowell General Hospital's current policies, which are subject to change, revision or withdrawal as needed.

Revised 12/2020

